



Home for the Holidays – Presenting Sponsors

Lehigh Valley Reilly Children's Hospital

WFMZ 69 News

Lights in the Parkway 2021 Frequently Asked Questions

General Information

What are the season dates and hours?

November 26th – December 31st, 2021, closed Christmas Day. Hours of operation are 5:30pm-10:00pm.

How do I purchase a ticket?

Ticket purchases are by reservation only. Tickets must be purchased prior to arriving to the Parkway. You will not be able to purchase one at the Parkway. Ticket sales open November 15th and can be reserved at www.lightsintheparkway.com.

What is the radio station to tune in while traveling through the Lights?

We have customized a holiday playlist for your enjoyment on 98.3FM.

Do you close for rain or inclement weather?

Depending on how severe the weather gets determines if we are open or closed. We update our Facebook page on any closings due to weather that include flooding, wind, ice. Your safety is our top priority, and we will be sure to keep all patrons updated on any season delays or closings due to inclement weather.

Can I purchase gift cards?

Yes! Gift cards can be purchased at www.lightsintheparkway.com and be redeemed at any offering, and you will be given a code which can be redeemed for a ticket reservation.

How do I know who is volunteering for the night? Can I donate?

A list of our volunteer groups/dates can be found on our website. Donations will be accepted by volunteer

What address do I put in my GPS?

Depending how updated your GPS platform is it can direct you to other entrances of the Park. Please be advised the ticket booth and entrance for Lights in the Parkway is located at Park Drive, Lehigh Parkway East, and S Jefferson Streets and Coordinates. There are 2 entry ways: Martin Luther King Jr Dr & Lehigh Parkway East, and W Wyoming St & Lehigh Parkway East. A map will be available on our website.

Where are the restrooms located on site?

We have standard and ADA portable restrooms available for your use, 1 located at Lehigh parkway East, and Wyoming Streets. 2 Located at the ticket booth, at Park Drive and S Jefferson. Please use caution when exiting your vehicle and do not leave children or vehicles unattended or parked in an undesignated location.

Will there be a 5K this year?

Yes, Run the Valley is once again hosting the Lights in the Parkway 5K. It will be held on November 24th from 7:00pm-9:00pm. You must purchase a ticket prior to arriving. A link for the tickets can be found on www.lightsintheparkway.com.

Admission & Online Ticket Purchases

Can I pay cash or credit onsite?

No, you may not purchase tickets onsite. Tickets must be reserved online at www.lightsintheparkway.com.

Can I purchase tickets at the Allentown Federal Credit Union?

No. All tickets must be bought and reserved online only. There will be no printed tickets for purchase.

Are the tickets sold per person, or per vehicle?

Tickets are sold per vehicle, \$16 for cars/family style vans up to 8 passengers. \$26 for commercial vans, minibuses, limos 9-24 passengers. Vehicles must remain under 14ft to be able to pass through the arches in the displays.

Is my ticket good for any day, or do I need a reservation?

Tickets reserved for Monday-Thursday can be redeemed at your leisure for the specific day you have chosen during business hours. Tickets reserved for Friday, Saturday or Sunday must also have a timeframe chosen; 5:30pm-7:30pm or 7:30pm-9:30pm.

I did not receive a confirmation email. What do I do?

A confirmation email is sent to the email provided when purchasing your ticket. Please check your spam or junk folder. If you do not receive one in 24 hours, please contact events@allentownpa.gov.

What if I bought the ticket for the car/s behind me?

Tickets may not be purchased for the car behind yours.

Do I need to print my ticket?

You can save your ticket to your smart device. We do ask that you have your ticket ready and available, with QR code. We can also check you in by first or last name if your QR code is not scanning. Please be sure to specify the name ticket was purchased under.

How can I get request a refund?

All ticket sales are final sale. Rescheduling is available if you are not able to go on your selected date, Please email events@allentownpa.gov if you need further assistance.

Can I reschedule my ticket?

Yes, tickets may be rescheduled prior to the original date. In your confirmation email, hit 'Cancel Booking' then click on 'Gift Card Credit'. Once done, you'll receive another email with the credit to then select a new date to go to Lights. You will not be able to cancel and reschedule a ticket if the date has already passed. Please email events@allentownpa.gov for further assistance.

Are my tickets good for next year?

No. All tickets bought this year are only good through December 31st 2021.

Do you offer discounts or group sales?

We do extend various discount codes on Facebook during the season. Group sale requests can be emailed to events@allentownpa.gov.

If I have a family member that is immune compromised, is it required that I open my window?

No, your safety is important to us. Please have your QR code available, and we suggest a note to display on your window. "WINDOW MUST REMAIN CLOSED" please also note your first and last name so that in the event your code is not scannable through the glass we can check you in by name.

What do I do if I cannot use my ticket? Refund?

If you cannot use your ticket, you can go on the ticket platform, cancel your reservation, and choose a new date/time to go.

Attraction Information

What speed should we travel?

We ask that you travel on average at 5 miles per hours, and that your vehicle is continually moving at a decreased speed. Please do not pull over or stop in the park.

Is there a gift barn this year?

Sadly, no. Due to the pandemic we are pleased to provide a safe event for your family. Stay tuned for interactive giveaways sponsored by the Lehigh Valley Reilly Children's Hospital the City. These giveaways are while supplies last. You may also check out Downtown Allentown and City Center Allentown for more event happenings!

Will Santa visit the Parkway?

Santa will visit from the North Pole via sleigh, on select nights during the season. Santa is social distancing, so we do ask that you always remain in your vehicles and mail your wish list the North pole directly. Santa's schedule can be found on our website. Please be advised that the dates/times are subject to change.

Are there flashing lights?

The display contains moving/blinking lights. Please take this into consideration if this may affect you.

Can we get out of our vehicles and take pictures?

Lights in the Parkway is a drive through event, we ask that you always remain in your vehicle.

Do we need to turn off our headlights?

Yes, we ask that you turn off your headlight, and use parking light. This will enhance your experience while traveling through the lights.

Can I bring my RV or Party Bus, and if so, dimensions allowed?

Yes, however, vehicles over 14ft in height are not permitted, as they will not clear the tunnel. Be sure to check out the Lights in the Parkway Party Bus, hosted by City Center! Information can be found on www.lightsintheparkway.com.

Can I bring my family pet?

Yes, pets are welcome to come and enjoy the lights as well. We do ask that you make sure you have taken your pet for a walk before entering the display, and that you do not exit your vehicle with your pet while in the event vicinity.

If I am still in line at 10pm what happens?

We do close at 10:00pm. However, if you are in line, we will ensure you get through the display.

Is it a walk-through feature or drive through, and how long is the drive through?

Lights in the Parkway is a drive through only feature. We do ask that vehicles travel at a decreased speed of 5 miles per hour, and it takes approximately 20-25 minutes to see all the Lights once you enter the admission gates.

Any food vendors or beverages available for purchase?

Lights in the Parkway is a great way to pack up some family favorites, hot cocoa, or coffee in your vehicle. In years past we did have a gift barn, this year that feature is closed due to the global pandemic. We suggest you visit with snacks and non-alcoholic beverages to enjoy from your vehicle.

Do you offer carriage rides or ice skating this season?

Due to the pandemic, we are not offering carriage rides or ice skating this season. However, the Downtown Allentown Business Alliance is hosting this year's Tree Lighting Ceremony December 4th, which will include carriage rides! For more information visit, www.downtownallentown.com/2021treelighting.

How many lights are in the display?

This season we have the most "Lights" ever! This season we have over 100 of our trees! This season we have over 350 displays with 41 of them being new. We can safely say it is the most "lights" in the events history. Our light bulbs are LED, and we have well-thought-out environmentally friendly set up.

What do my proceeds support?

Lights in the Parkway proceeds directly benefit many local nonprofits groups that volunteer to support during the season. More information and photos of the nonprofit's groups can be found on our Facebook page.

What do I do if I have an emergency?

Please use a personal device to call 911, and if possible, advise any event personal in visible sight of your emergency.

Trip Planning

What days or hours are best to visit Lights in the Parkway?

For less traffic, weekdays are your best option to reserve a ticket.

What can I expect when I get to the entrance/booth? How do I know when I am getting close?

Excellent customer service, we will scan your ticket for entry and make sure you have the station and guidelines to best enjoy the lights. There are signs placed along entry ways that will advise the distance you are away from our ticket booth and entry gates.

How can I be best prepared with small children?

We suggest reserving on weeknights if possible so that you can anticipate shorter waits and lines. Children can fall asleep in the comfy car ride, so we do suggest you come prepared with blanket, favorite stuffed animals/or toy, and snacks.

Can I visit Lights in the Parkway from out of state?

Everyone is welcome to come and enjoy Lights in the Parkway! We do ask that you follow your local CDC, and Health Departments travel advisories to adhere to best practices.

What can I bring or do to be most prepared?

Bring along a mask and maintain your distance! Your time and experience are important to us, we suggest that you plan your visit with anticipated delays on weekends, have your ticket ready. Be sure your vehicle has adequate gas and is in best working condition as there may be unexpected wait times. Bring along blankets, food, beverage, and interactive things for your children. Use the restroom before visiting or before entering the display. Most importantly take lots of photos, make family memories, and enjoy the Lights!